Neville Apartments Tip Sheet

Table of Contents

Doors & Windows 4

Apartment Door Locks 4

Outside Doors 4

Roller Shades 4

Electrical Issues 5

GFI Outlets 5

Microfridges 6

HVAC Information 6

Air Flow 6

Heating Control Knobs 7

Window Air Conditioners 7

AC Controls 8

AC Reset Button 8

Cleaning the AC Filter 9

Bathroom Issues 10

Running Toilet Troubleshooting 10

Toilet Shut-off 11

Shower Curtains 12

Mold Prevention Tips 13

Kitchen Issues 13

Refrigerator Leaks 13

Laundry 14

Soap Limit 14
Troubleshooting 14
Reporting Laundry Issues 15
Mail Deliveries 16
Safety Concerns 16
Smoke Detectors 16
Sprinklers 17
Fire Safety Tips 18
Reporting Issues 19

Doors & Windows

Apartment Door Locks

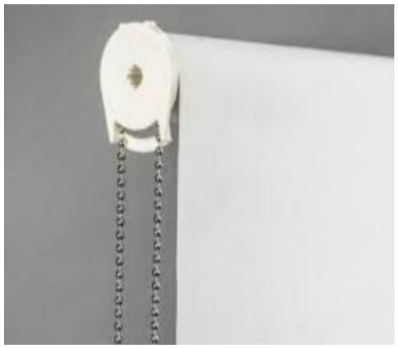
To enter your apartment, hover your ID badge over the bottom of the door lock and wait for the light to flash green, then enter your 4-digit pin (default is MM/DD of your birth date). Once you hear the lock activate, turn the handle clockwise and push open the door.

If the lock flashes any other color (blue/purple/red), that means there is something wrong with the lock and you will need to call for help entering your apartment- if during business hours (M-F 8:30am-5:00pm), call Housing Services at 412-268-2139; if after 5:00pm or on the weekend, please call FMS Service Response at 412-268-2910.

Outside Doors

At no time is it permitted to block or prop entrance doors.
By doing so, you allow unauthorized people and outside pests into your building.

Roller Shades



The roller shades will not work properly if the chain is pulled too hard to raise; they can flip, making them unable to properly move when pulling the chain.

Electrical Issues

GFI Outlets

GFI (Ground Fault Interrupter) Outlets

This is a photo of what an un-tripped GFI outlet looks like. If your outlet stops working, you will see the light go from green only to green and red.

Tripped GFI Outlet

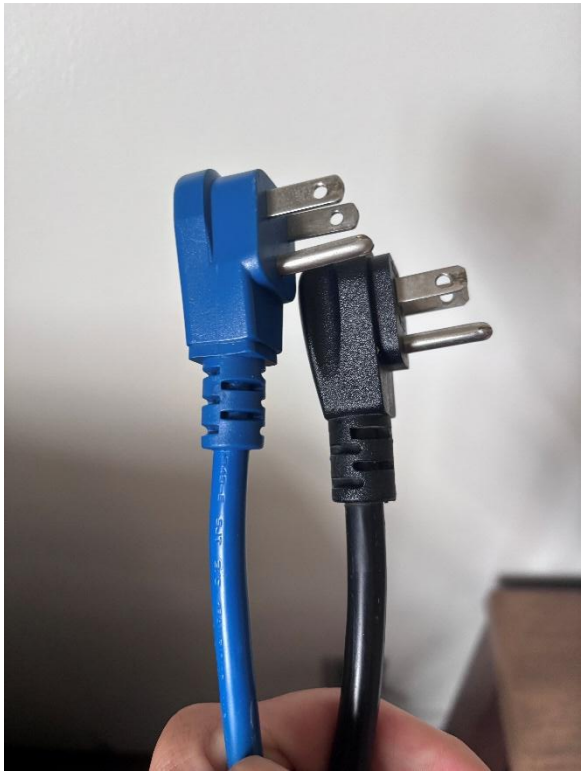
This is a photo of what a tripped GFI outlet looks like. To reset this GFI, you will need to push the right button to reset the outlet, as shown in the next photo.

GFI Outlet Reset

If the GFI outlet becomes tripped, push the protruding “reset” button (circled in the photo above) to reset the outlet. Once performed successfully, the outlet should look as pictured in the first photo, with only the green light activated.

Microfridges

In order for both the microwave and refrigerator components of your rental microfridge to work at the same time, you will need to plug the refrigerator into the microwave (blue plug) and the connected unit (black plug) into the wall.



HVAC Information

Air Flow

If the heat source in your room is working but your room still feels cool, make sure that your furniture and other items are moved far enough away from the heat source/vent to allow for proper heat distribution.

Heating Control Knobs

The heat in rooms is controlled by the radiators- these do not blow air the heat radiates and can be adjusted by the control knob on the bottom of radiators

Window Air Conditioners

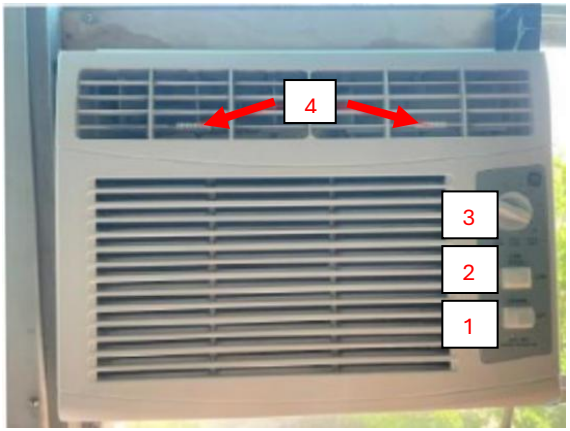
Window AC's MUST be installed in the window before using! If your unit was removed and stored in the room between seasons and you wish to use it, please submit a service request to have the unit reinstalled in your window; **do NOT plug in the unit and attempt to use it if it is not in the window.**

Please do not operate the air conditioner when the outside weather conditions are 50 degrees or lower. AC units are not designed to be operated during the winter; the cold outside air mixed in with warm inside air causes condensation and the condenser will freeze and the unit will not work properly. This will cause the units to look as if they have mold as the dust will become wet/damp and appear they need to be replaced.

<u>Mold Prevention Tips</u>

- Make sure you vacuum or wipe out the dust/debris in the filter a few times each season in use.
- Wipe the front grate and vents frequently to clear dust and debris.
- Wipe and dry all areas when moisture appears.
- **Do not run A/C in cold weather!**

AC Controls

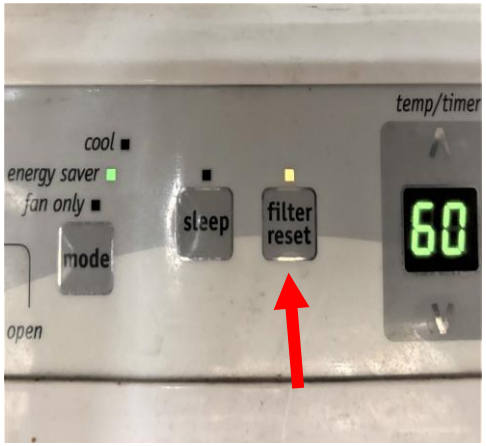


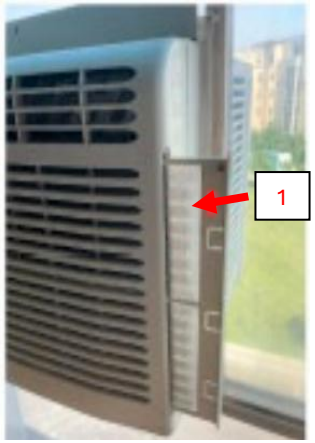
1. **Power Button**: turns the unit on and off
2. **Fan Speed Knob**: controls how fast the fan will blow
3. **Cooling Knob**: controls how cold the air will blow
   *Note: there is also an option for “fan only” at the bottom- on this setting, air will be same temp as outside.
4. **Air Direction Guides**: these control how much cold air will blow out of the unit

AC Reset Button

If the window unit stops working, press the test button and then the reset button. The unit should then turn back on; if it does not, please submit a service request through the Housing Portal for maintenance.

Cleaning the AC Filter





When the filter reset indicator light is activated on your unit, it means your filter needs to be cleaned. To do so, carefully remove the **filter** (2) by the **pull tab** (1) and either brush off the accumulated residue into your trash can or wash it with water and mild soap (shower drain is preferred). Allow filter to dry before reinstalling.

After reinstallation, you will likely need to manually reset the indicator light by holding it down for a few seconds until it turns off.

Bathroom Issues

Running Toilet Troubleshooting

Toilet Tank Diagram

Chain: connects the handle to the flapper

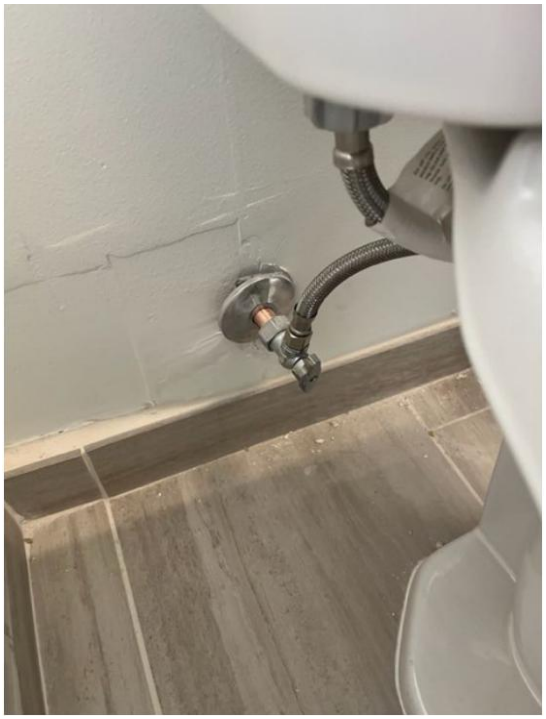
Flapper: lets water flow out of the tank and into the bowl when flushed. If not sealed properly, the water will continue to run from the tank to the bowl.

Handle: the lever on the outside of the bowl that lifts the chain and flapper when pulled downward

If you notice the water is running continuously from the tank, you can try to close the flapper by gently jostling the handle up and down. If the water continues to run, turn off the water supply at the shut-off valve behind the toilet (see next page for instructions) and enter a service request through the Housing Portal for maintenance.

Please Note: We **DO NOT RECOMMEND** removing the tank lid to adjust the flapper yourself, but if you feel the situation is urgent, please make sure to set the tank lid on a towel on the floor so it does not fall and break.

Toilet Shut-off



This is what a toilet shut-off valve looks like. This valve is located on the wall behind the toilet in your room. If your toilet is overflowing or about to overflow, turn this knob to the right (if you are able; some individual and community bathroom shut-off valves can only be turned with a plumber's key) to shut off the water to the toilet, then call FMS Service Response immediately at 412-268-2910.

***Please note: you will not be able to use the toilet in your room if the water supply is turned off**; you will need to use another bathroom in the building.

Shower Curtains

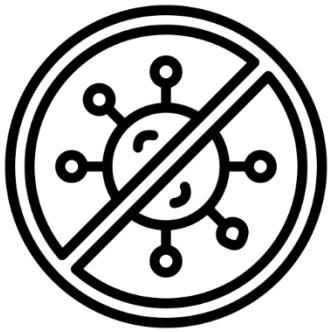
While showering, please keep the shower curtain within the shower so the water stays within the shower basin and does not run out onto floor (and therefore cause water to leak into the room below).

Machine Washable

The campus-provided shower curtains are machine-washable, so if you start to notice mildew or other unwanted markings on your curtain, you can run it through the wash!

Mold Prevention Tips

To prevent mold buildup in your bathroom, consider the following actions:



- Opening the bathroom door while you shower. If you can't do this, due to privacy, open it immediately after finishing.
- After you shower, wipe down any wet walls with something dry (and designated only for this purpose).
- Leave the shower curtain closed even when not in use so the curtain does not trap moisture if left scrunched together.
- If you have a window in the bathroom, open it whenever possible to let steam escape (unless it is cold outside as this can cause further issues). **Do not open the window if it is cold outside.**
- Use a fan to move the steam out of the bathroom, if you have one available.

Kitchen Issues

Refrigerator Leaks

If you notice water pooling in your refrigerator (and not from a spill), please check to make sure your fridge/freezer is adjusted to the coolest setting and that there is space in your freezer vents for the cold air to circulate through the freezer.

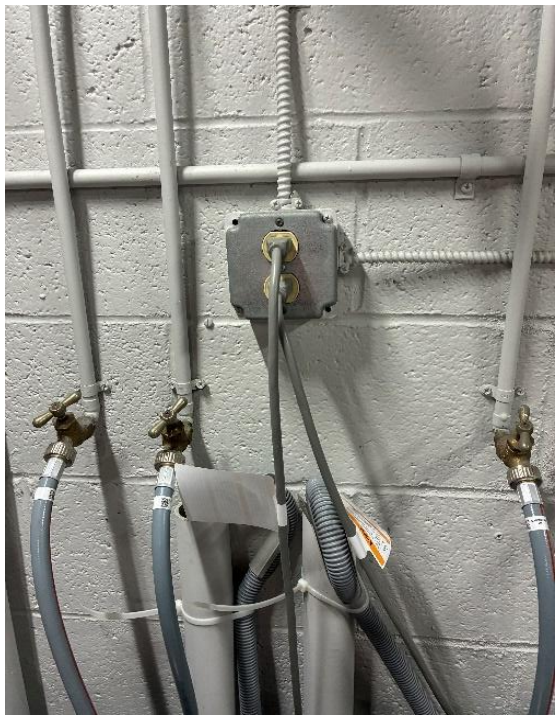
Laundry

Soap Limit

Please note: The washing machines across campus are high efficiency washers, which use less soap. Please **make sure to follow the soap limit (1/4 cup) indicated on the machine or the machine may overflow and cause damage to the surrounding area**. If you notice a washing machine is overflowing or has leaked onto the floor, call FMS Service Response immediately at 412-268-2910.

Troubleshooting

When encountering a washing machine with a door that will not open/unlock, start by unplugging the washing machine for 3-5 minutes and then plugging it back in- this will usually unlock the machine. The electrical outlet is usually located above the washing machine.



Reporting Laundry Issues

If unplugging the machine does not release the door, or if you encounter any other non-emergency laundry machine issues, you can report the issue through the CVA Fowler Laundry Solutions app, email, or by phone. Signs are on the walls in the laundry room that will walk you through the steps to report the issue.

If you notice that the reported issue in unaddressed for several days, please report the issue by entering a service request through the Housing Portal.

Mail Deliveries

NO mail deliveries (packages, flowers, cakes, etc.) are permitted to be delivered to CMU residential buildings. All deliveries must be addressed to and picked up at the Cohon University Center (CUC), either at the student's SMC box, or at the campus post office main counter or package window. All three of the aforementioned locations are located on the basement level of the CUC.

Safety Concerns

Smoke Detectors

If the smoke detector in your room or in any of the areas on your floor(s) begins to beep at random intervals, it is an indicator that the battery is dying and needs to be changed. If this happens, please place a service request with the location of the detector, and one of the Housing Services team members will change the batteries for you.

Sprinklers

There are overhead sprinklers throughout each apartment (in closets, restrooms, above beds, and in hallways). **Please do not, under any circumstances, touch, hit bump, hang items on, or tie items to these sprinkler heads.** They are intended in case of fire and extremely fragile; if set off, even accidentally, they can cause thousands of dollars in damages to the building that you can be held accountable for. They also can freeze and activate if a window is left unattended for long periods of time.

DO NOT HANG ANYTHING ON THE SPRINKLER

Any contact with the sprinkler can cause it to activate, resulting in flooding and major, billable damage.

Fire Safety Tips

DO:

- Learn your building's evacuation plan and all the exit paths from the building.
- Always react when the fire alarm activates in your building by leaving your room/space you're in and evacuating the building.
- Always use stairways when evacuating; never use elevators in the case of a fire.
- Keep your room access card and phone beside your bed so you can find and take them quickly in the case of an emergency.
- If you discover a fire in your room/space you're in:
    1. alert people in the immediate area to evacuate,
    2. close the door to the room if it is safe to do so,
    3. find a fire alarm pull station near an exit to activate the building's fire alarm,
    4. evacuate the building, and
    5. call University PD or 911.
- Only cook in areas intended for cooking.
- If a fire occurs in an oven or microwave, keep the door closed and turn off the power/heat, if safe to do so. Evacuate as described above.
- Maintain good housekeeping in your room. Keep combustible materials away from heat sources and a clear exit path.

DO NOT:

- Do not store materials in corridors and stairwells.
- Do not use high-wattage appliances (such as refrigerators and microwaves) on power strips; plug these appliances directly into a wall outlet.
- Do not connect power strips into other power strips.
- Do not run electrical cords under rugs, through doors, or in areas that will make them susceptible to damage.
- Do not set cell phones or other electronic devices on bedding or under pillows or blankets while charging; charge these devices on hard surfaces and away from materials that can burn.
- Do not place combustible items on a stovetop or in an oven.
- Do not place foil or other non-microwavable materials in the microwave
- Do not leave cooking unattended. Use timers to remind yourself when food is done cooking.
- Do not start cooking if you've had alcohol or have taken medication that causes drowsiness.
- Do not apply water if a fire starts in a frying pan or pot; turn off the heat source, if it is safe to do so, and use an oven mitt to place a lid over the fire or use a fire extinguisher. Evacuate as described above if the fire is too large to control safely or if you don't feel safe trying to extinguish the fire.
- After an evacuation, do not reenter the building until given the "all clear" signal by CMU PD, fire department, or other university official.

Reporting Issues

Thank you for taking the time to read the information provided in this packet. If you have any further questions or concerns, please reach out to your RA, CA, Housefellow, or building Facility Coordinator. Alternatively, when in doubt, please place a service request through your Housing Portal for information or help with any issue. In case of the following emergencies, please call FMS Service Response immediately at 412-268-2910: Fire, Water Leaks, Damaged/Dangerous Property, Gas Smells, Electrical Hazards.

Issue	Emergency	Non-Emergency
Fire	call Service Response at 412-268-2910 (8-2910) or CMU PD at 412-268-2323 (8-2323)	(not applicable; always an emergency)
Plumbing	ex: ceiling leak; overflowing toilet, shower, sink, or pipe call FMS Service Response at 412-268-2910	ex: clogged toilet, dripping sink, slow drain submit service request through the Housing Portal
Power Outage	ex: full building electrical outage call FMS Service Response at 412-268-2910	ex: outlet outage, room outage follow tip sheet troubleshooting instructions to reset outlet/breaker, then call FMS Service Response (if needed) at 412-268-2910
Doors & Windows	ex: can't enter room or door is broken, stuck in the elevators during winter: windows that will not close (can freeze pipes) during business hours (M-F 8:30am-5pm), call Housing Services at 412-268-2139 call FMS Service Response at 412-268-2910	ex: door is difficult to close, elevator not working properly submit service request through Housing Portal
Safety	ex: hanging/loose wires call FMS Service Response at 412-268-2910	ex: beeping smoke detector, tripping hazards submit service request through Housing Portal